



LOWELL PUBLIC SCHOOLS
Henry J. Mroz Central Administration Offices
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Joel D. Boyd, Ed.D.
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To: Dr. Joel Boyd, Superintendent of Schools
From: Dr. James Hall, Chief Operating Officer
Date: January 27, 2022
Re: Food Services Feedback System

On January 19, 2022, the School Committee approved the following motion:

[by Connie Martin]: Requesting that the Administration develop a transparent reporting system that will allow parents and students to report concerns with school meal offerings directly to our vendor and provide a feedback tracking system so the School Committee can monitor responses to concerns. The process should allow one to include pictures relative to their concerns.

By the next School Committee meeting, Aramark will launch the “Be Heard” reporting system. Students and parents will be able to provide instant feedback and pictures by clicking a link on this website. Aramark will then review and respond to the feedback or reported concern.

Planned meal offerings for the schools are currently available for review at the following website:

<https://lowellk12ma.nutrislice.com/menu>

PROPOSED TECHNOLOGY SOLUTION

"Be Heard" link on the Nutrislice page on the LPS website.

- Parents and students can give general feedback and attach photos.
- All comments and concerns will be documented, reviewed and shared with LPS administration.
- Follow up to comments and concerns will be located at **"We Heard You"** on the Food and Nutrition Home Page

